

In 1997 the responsibility for handling all benefit matters (processing changes to your health insurance, life insurance, and Thrift Savings Plan (TSP), and counseling/processing retirements) transferred to the Human Resources Service Center (HRSC) East.

Since 1997, the Department of Navy (DON) introduced the automated benefits systems, the Employee Benefits Information System (EBIS), an Internet-based program, and The Benefits Line, a telephone-based interactive voice response system. Employees may talk to a Benefits Customer Service Representative (CSR) by calling The Benefits Line toll free telephone number, 1-888-320-2917.

It is policy of the DON that employees use the automated benefits systems to make their benefit transactions for health insurance, life insurance, and TSP. These systems are available 24 hours a day. You can access the Civilian Benefits Information Center (CBIC) home page and EBIS at: <http://www.donhr.navy.mil> and click on EBIS. Once you sign into EBIS you will be able to access general and personal benefits information including the value/cost of your life insurance and an estimate of your retirement annuity. Assistance with accessing EBIS is available at: <https://www.civilianbenefits.hroc.navy.mil/CreatePass.asp>.

Employees are encouraged to access the CBIC benefits home page as it contains information on many benefits topics including issues of the Benefits Bulletins and all the benefit forms needed for your retirement. More information about the CBIC is available at <https://www.civilianbenefits.hroc.navy.mil/UsingThisWebSite.asp>

If you have questions/problems regarding your benefits or need assistance accessing the electronic systems, please call The Benefits Line at 1-888-320-2917 and select option 4 to talk to a Benefits CSR. If additional information is needed to answer your question, the CSR will research the problem and return your phone call. If you do not receive an answer to your question within 48 hours, then call The Benefits Line again and request that your issue be elevated to a supervisor. CSRs are available from 7:30 a.m. until 7:30 p.m. (Eastern Time), Monday through Friday, except on federal holidays. The TTY number for the hearing impaired is 1-866-328-9889.

When you decide to retire you should call The Benefits Line at least 90 days prior to your retirement date and talk to a CSR. Tell the CSR that you are retiring and need an annuity estimate (if you have not previously requested one) and a retirement package. The retirement package is available in electronic format on the CBIC under the heading, "I Want To Retire". You should ask your activity to generate an electronic Request For Personnel Action (RPA) in the Defense Civilian Personnel Data System (DCPDS) and route the RPA to the HRSC East. Your retirement package should be completed as soon as possible and mailed to the HRSC East at the following address:

HRSC East, Civilian Benefits Center
Norfolk Naval Shipyard
Building 17, Code CBC
Portsmouth, VA 23709-5000

Upon receipt of your retirement package a Retirement Specialist will contact you within 2 working days to discuss your retirement.

HRSC East Customer Service Delivery:

Retirement Annuity Estimates – An estimate of your retirement benefits is available in EBIS but if you are within 1 year of optional retirement eligibility or considering disability retirement you may submit a request to HRSC East for a retirement computation by faxing the Request For Annuity Computation Form, available on the CBIC at https://www.civilianbenefits.hroc.navy.mil/PDF/Annuity_Estimate_Request.pdf to (757) 396-7826.

Once you submit your retirement estimate request you can expect to receive your computation as follows:

- If your retirement date is within 4 months, your estimate will be completed within 10 calendar days from receipt of the estimate request form.
- If your retirement date is beyond 4 months, your estimate will be completed within 30 calendar days from receipt of the estimate request form.

Retirement Application Processing – Employees should submit their retirement application at least 90 calendar days prior to the retirement date to allow sufficient time for processing. Employees can expect:

- Within 2 working days of receipt of your retirement package that an HRSC East retirement counselor will contact you. All retirement matters will be addressed via the telephone, email or fax.
- Within 5 calendar days after the retirement effective date, your retirement package will be sent via the Defense Finance and Accounting Service (DFAS) to OPM for processing.